

## Mosaic Bulletin #18



### Adult Case Closure In Progress

When processing an **Adult Case Closure in Progress** step and services need to be ended, there is no need to send through a clipboard request of 'Adult Case closure action required' to the Interim Mosaic Purchasing Team.

Instead send them the appropriate send immediately next action:

- Adult End Planned Services
- Adult End Unplanned Services

These are prioritised by the Interim Mosaic Purchasing Team due to their time sensitive nature.

Please refer to the [Adult Case Closures - Business Support Tasks user guide](#) for further information.

### FreshService Authorisers

When using FreshService, it's crucial to verify the correct spelling of authorisers' email addresses.

We've noticed occasional random entries, which can lead to communication issues.

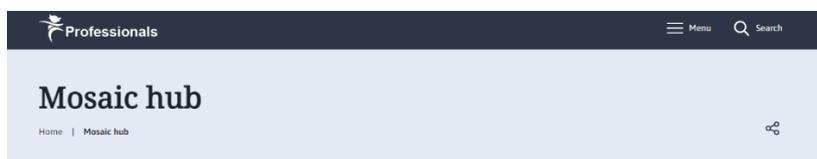
Accurate email addresses facilitate smooth communication and efficient authorisation processes.

### Creating a Person

When creating a new person, in the **Add person** window please ensure you use **capital letters** at the beginning of their **first and last names**. Mosaic **will not** do this for you and we want to prevent people being created with lowercase letters at the start of their names.

Please refer to the [Creating a Person user guide](#) for further details.

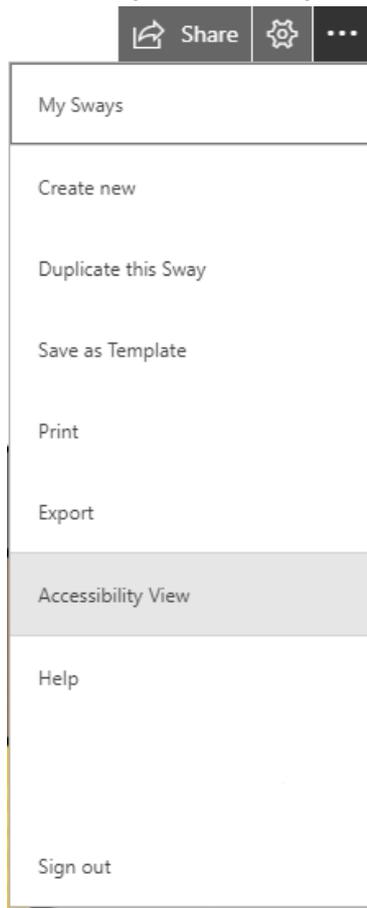
### Reminder - How to Contact the Mosaic Helpdesk



Both internal and external Mosaic users should all use the **Mosaic Request** forms as the primary way to contact the Mosaic Helpdesk.

Click **Help > Procedural** help in the main menu in Mosaic to access the **Mosaic Hub** and then click **Help**. Read the information and advice on the page and then complete the appropriate form for your request.

## Accessibility View in a Sway



Microsoft Sway offers several accessibility features to ensure that content is usable by everyone. We are working on making our bulletin more accessible and have asked Evolve (LCC Staff Network) for feedback on how we can make further improvements.

Here are some features to start to utilise

### **Accessibility View:**

When viewing a Sway, you can turn on **Accessibility View**.

This view displays a high-contrast style for easier reading, disables animations, and supports keyboard navigation for screen readers.

To enable it, click the **More available options menu (three dots on the Sway toolbar)** and choose **Accessibility View**.

### **Alternative Text for Images:**

Moving forward we will be providing alternative text for images on our bulletin.

Please do contact Mosaic Adults Support if you have any issues accessing our bulletin.

### **Telecare Guidance**

There have been changes to the Telecare Referral process. This is to eliminate any delay and reduce confusion.

### **Previous process:**

Previously you would assign yourself a Telecare Referral next action. Upon completing the Telecare Referral you would then send an next action of Telecare Request to Adult LCES-Inbox and finish the referral step.

#### **New process:**

For the new process you still assign yourself a Telecare Referral next action. But, upon completing the Telecare Referral you must then send a mandatory clipboard request of 'Adult Please review information and authorise' to Adult LCES-Inbox, which will allow the LCES team to check the referral form is completed correctly before the case progresses.

#### **Virtual Worker**

##### **What is a Virtual Worker?**

Virtual Workers (VW) are fictional workers on Mosaic that you can assign Worksteps to. They are primarily used by Business Support teams and act as a holding inbox to allow you to assign a Workstep to a worker without naming a specific person. Once a step has been assigned to a Virtual Worker, any worker that has access to the Team Workview can pick up work from the Virtual Worker. The Staff can complete or reassign that work as appropriate. It can also be used to facilitate assigning of work steps to a waiting list that cannot yet be assigned to a single worker.

##### **Assigning Next actions and Virtual Worker inboxes**

Care is needed to ensure that next actions are assigned correctly, especially if they are being assigned to a virtual worker inbox. If they are assigned to the incorrect worker/virtual worker, then they may not get actioned as expected. Whilst next actions on a restricted record can be sent to a Virtual Worker however, the team who manage that VW inbox won't be able to see or deal with it until they have access to the record. Therefore, we suggest adding a short concise Assignment note when assigning the next action to a virtual worker. For anyone using a virtual worker inbox, please check the inbox regularly to check for any work steps that may have been assigned incorrectly.

##### **Case Note Alerts should not be assigned to VW**

Case Note Alerts should not be assigned to a Virtual Worker as they can't be acknowledged.

#### **Next Actions Reminder**

We have received various requests to have assessments reopened to add costings / PSR whilst we appreciate that you are no longer reminded within Mosaic we would appreciate you taking a moment to ensure you have the correct information / next actions to continue your work. This is to avoid any delays caused by requests to reopen steps.

#### **Referring to Lincolnshire Carers Service Reminder**

##### **Friendly reminder**

When making a referral to the Lincolnshire Carers Service please can we ask all practitioners to ensure that as much basic demographic information is completed on the contact as possible.

#### **Are your details up-to-date in Mosaic?**

It's essential that you keep your contact information up to date in Mosaic so other users are able to get in touch with you.

If your details are incorrect this may delay you receiving assistance to a request or important information being sent to you.

If your contact details are incorrect, then please raise a '**Change a workers details**' request, or if your role or team are incorrect please raise a '**Add / Change / End worker**' request (select the 'change worker' option) via FreshService, and complete the form with your correct information.